

Enterprise Incident Report March 2012

As of 4/2/2012

Natural Resources

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution			
			High	Low	Medium	FCR Total
Natural Resources	Application Services	Bart Purser	0 0	1 0	0 0	1 0
		Danielle Hood	0 0	1 0	0 0	1 0
		Dustin Crump	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	4 0	0 0	4 0
	Campus Networking	Jordy Davis	0 0	2 1	0 0	2 1
		Assigned to Individual Total	0 0	2 1	0 0	2 1
	Capitol Hosting	Dale Hicks	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Help Desk	Brenda Treadway	0 0	6 6	0 0	6 6
		Dawn Wayment	0 0	1 0	0 0	1 0
		Eileen Dubach	0 0	5 5	0 0	5 5

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Natural Resources

			High	Low	Medium	FCR Total
Natural Resources	Help Desk	James Stearns	0	8	0	8
			0	8	0	8
		Julie VanBeekum	0	4	0	4
			0	4	0	4
		Sarah Johnson	0	2	0	2
			0	0	0	0
		Vicky Marrelli	0	6	0	6
			0	6	0	6
		Assigned to Individual Total	0	32	0	32
			0	29	0	29
	Internal Application Development and Support	Beth Hendricks	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	1	0	1
			0	0	0	0
	Metro C Desktop Support	Troy Buchanan	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	1	0	1
			0	0	0	0
	Metro D Desktop Support	Denise Wardle	0	30	0	30
			0	10	0	10
		Dusty Serr	0	22	0	22
			0	11	0	11
		Lynn McCrary	0	8	0	8
			0	0	0	0
		Paul Gedge	1	12	0	13
			1	6	0	7
		Assigned to Individual Total	1	72	0	73
			1	27	0	28

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Natural Resources

			High	Low	Medium	FCR Total
Natural Resources	Metro D Help Desk	Doug Brown	0 0	36 30	0 0	36 30
		Jed Patrick	0 0	11 9	0 0	11 9
		John Robinson	0 0	14 9	0 0	14 9
		Assigned to Individual Total	0 0	61 48	0 0	61 48
	Metro D Hosting	Danny Simmons	1 0	1 0	0 0	2 0
		Randy Taylor	0 0	1 0	0 0	1 0
		Sean McMillan	0 0	4 0	1 0	5 0
		Shawn Goble	0 0	1 0	0 0	1 0
		Steven Haderlie	0 0	1 0	0 0	1 0
		Assigned to Individual Total	1 0	8 0	1 0	10 0
	Network Operations	Dave Bodily	0 0	2 0	0 0	2 0
		Robert Ryan	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	3 0	0 0	3 0
	Rural Central Desktop Support	Jay Barfuss	0 0	2 2	0 0	2 2

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Natural Resources

			High	Low	Medium	FCR Total
Natural Resources	Rural Central Desktop Support	Jeremy Standifird	0 0	3 0	0 0	3 0
		Jessica Purcell	0 0	1 1	0 0	1 1
		Randy Graham	0 0	1 1	0 0	1 1
		Rod Montoya	0 0	15 15	0 0	15 15
		Todd Hardy	0 0	6 5	0 0	6 5
		Assigned to Individual Total	0 0	28 24	0 0	28 24
	Rural North Desktop Support	Dane Smith	0 0	2 0	0 0	2 0
		Lori Hartzell	0 0	2 1	0 0	2 1
		Ryan Casey	0 0	2 0	0 0	2 0
		Steven Haderlie	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	7 1	0 0	7 1
	Rural South Desktop Support	Doug Chaston	0 0	4 3	0 0	4 3
		Doug Thornton	0 0	4 0	0 0	4 0
		Joel Finlinson	0 0	2 1	0 0	2 1

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Natural Resources

			High	Low	Medium	FCR Total
Natural Resources	Rural South Desktop Support	Lance Nay	0 0	2 1	0 0	2 1
		Lane Adams	0 0	1 0	0 0	1 0
		Ryan Bennett	0 0	4 0	0 0	4 0
		Assigned to Individual Total	0 0	17 5	0 0	17 5
	Salt Lake Data Center Operations	Kristi Behunin	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Strategic Communications	Dennis Rogers	0 0	2 0	0 0	2 0
		Luis Larios	0 0	3 0	0 0	3 0
		Assigned to Individual Total	0 0	5 0	0 0	5 0
	Voice Operations	Gail Christiansen	0 0	0 0	1 0	1 0
		Romanza Hamblin Sorensen	0 0	6 0	1 0	7 0
		Assigned to Individual Total	0 0	6 0	2 0	8 0
	Voice/Data/WAN Services	T Artis	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0

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Natural Resources

			High	Low	Medium	FCR Total
Natural Resources	Wireless Services	Brad Morris	0	0	1	1
			0	0	0	0
		Assigned to Individual Total	0	0	1	1
			0	0	0	0
	Assigned Group Total		2	250	4	256
			1	135	0	136
Customer Company Total			2	250	4	256
			1	135	0	136

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Natural Resources

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Initial Response			
			High	Low	Medium	MIR Total
Natural Resources	Application Services	Bart Purser	0 0	1 0	0 0	1 0
		Danielle Hood	0 0	1 0	0 0	1 0
		Dustin Crump	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	4 0	0 0	4 0
	Campus Networking	Jordy Davis	0 0	2 1	0 0	2 1
		Assigned to Individual Total	0 0	2 1	0 0	2 1
	Capitol Hosting	Dale Hicks	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Help Desk	Brenda Treadway	0 0	6 0	0 0	6 0
		Dawn Wayment	0 0	1 0	0 0	1 0
		Eileen Dubach	0 0	5 0	0 0	5 0

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Natural Resources

			High	Low	Medium	MIR Total
Natural Resources	Help Desk	James Stearns	0 0	8 0	0 0	8 0
		Julie VanBeekum	0 0	4 0	0 0	4 0
		Sarah Johnson	0 0	2 0	0 0	2 0
		Vicky Marrelli	0 0	6 0	0 0	6 0
		Assigned to Individual Total	0 0	32 0	0 0	32 0
	Internal Application Development and Support	Beth Hendricks	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Metro C Desktop Support	Troy Buchanan	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Metro D Desktop Support	Denise Wardle	0 0	30 1	0 0	30 1
		Dusty Serr	0 0	22 1	0 0	22 1
		Lynn McCrary	0 0	8 0	0 0	8 0
		Paul Gedge	1 0	12 0	0 0	13 0
		Assigned to Individual Total	1 0	72 2	0 0	73 2

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Natural Resources

			High	Low	Medium	MIR Total
Natural Resources	Metro D Help Desk	Doug Brown	0 0	36 0	0 0	36 0
		Jed Patrick	0 0	11 0	0 0	11 0
		John Robinson	0 0	14 0	0 0	14 0
		Assigned to Individual Total	0 0	61 0	0 0	61 0
	Metro D Hosting	Danny Simmons	1 0	1 0	0 0	2 0
		Randy Taylor	0 0	1 0	0 0	1 0
		Sean McMillan	0 0	4 0	1 0	5 0
		Shawn Goble	0 0	1 0	0 0	1 0
		Steven Haderlie	0 0	1 0	0 0	1 0
		Assigned to Individual Total	1 0	8 0	1 0	10 0
	Network Operations	Dave Bodily	0 0	2 0	0 0	2 0
		Robert Ryan	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	3 1	0 0	3 1
	Rural Central Desktop Support	Jay Barfuss	0 0	2 0	0 0	2 0

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Natural Resources

			High	Low	Medium	MIR Total
Natural Resources	Rural Central Desktop Support	Jeremy Standifird	0 0	3 0	0 0	3 0
		Jessica Purcell	0 0	1 0	0 0	1 0
		Randy Graham	0 0	1 0	0 0	1 0
		Rod Montoya	0 0	15 0	0 0	15 0
		Todd Hardy	0 0	6 2	0 0	6 2
		Assigned to Individual Total	0 0	28 2	0 0	28 2
	Rural North Desktop Support	Dane Smith	0 0	2 0	0 0	2 0
		Lori Hartzell	0 0	2 0	0 0	2 0
		Ryan Casey	0 0	2 0	0 0	2 0
		Steven Haderlie	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	7 0	0 0	7 0
	Rural South Desktop Support	Doug Chaston	0 0	4 0	0 0	4 0
		Doug Thornton	0 0	4 2	0 0	4 2
		Joel Finlinson	0 0	2 0	0 0	2 0

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Natural Resources

			High	Low	Medium	MIR Total
Natural Resources	Rural South Desktop Support	Lance Nay	0 0	2 0	0 0	2 0
		Lane Adams	0 0	1 0	0 0	1 0
		Ryan Bennett	0 0	4 1	0 0	4 1
		Assigned to Individual Total	0 0	17 3	0 0	17 3
	Salt Lake Data Center Operations	Kristi Behunin	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Strategic Communications	Dennis Rogers	0 0	2 0	0 0	2 0
		Luis Larios	0 0	3 0	0 0	3 0
		Assigned to Individual Total	0 0	5 0	0 0	5 0
	Voice Operations	Gail Christiansen	0 0	0 0	1 0	1 0
		Romanza Hamblin Sorensen	0 0	6 1	1 0	7 1
		Assigned to Individual Total	0 0	6 1	2 0	8 1
	Voice/Data/WAN Services	T Artis	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0

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Natural Resources

			High	Low	Medium	MIR Total
Natural Resources	Wireless Services	Brad Morris	0 0	0 0	1 0	1 0
		Assigned to Individual Total	0 0	0 0	1 0	1 0
	Assigned Group Total		2 0	250 10	4 0	256 10
Customer Company Total			2 0	250 10	4 0	256 10

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Natural Resources

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours			
			High	Low	Medium	ATTIR Total
Natural Resources	Application Services	Bart Purser	0 0.00	1 0.31	0 0.00	1 0.31
		Danielle Hood	0 0.00	1 0.29	0 0.00	1 0.29
		Dustin Crump	0 0.00	2 0.15	0 0.00	2 0.15
		Assigned to Individual Total	0 0.00	4 0.22	0 0.00	4 0.22
	Campus Networking	Jordy Davis	0 0.00	2 0.76	0 0.00	2 0.76
		Assigned to Individual Total	0 0.00	2 0.76	0 0.00	2 0.76
	Capitol Hosting	Dale Hicks	0 0.00	1 0.43	0 0.00	1 0.43
		Assigned to Individual Total	0 0.00	1 0.43	0 0.00	1 0.43
	Help Desk	Brenda Treadway	0 0.00	6 0.03	0 0.00	6 0.03
		Dawn Wayment	0 0.00	1 0.00	0 0.00	1 0.00
		Eileen Dubach	0 0.00	5 0.13	0 0.00	5 0.13

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Natural Resources

			High	Low	Medium	ATTIR Total
Natural Resources	Help Desk	James Stearns	0 0.00	8 0.00	0 0.00	8 0.00
		Julie VanBeekum	0 0.00	4 0.06	0 0.00	4 0.06
		Sarah Johnson	0 0.00	2 0.14	0 0.00	2 0.14
		Vicky Marrelli	0 0.00	6 0.11	0 0.00	6 0.11
		Assigned to Individual Total	0 0.00	32 0.06	0 0.00	32 0.06
	Internal Application Development and Support	Beth Hendricks	0 0.00	1 0.09	0 0.00	1 0.09
		Assigned to Individual Total	0 0.00	1 0.09	0 0.00	1 0.09
	Metro C Desktop Support	Troy Buchanan	0 0.00	1 0.97	0 0.00	1 0.97
		Assigned to Individual Total	0 0.00	1 0.97	0 0.00	1 0.97
	Metro D Desktop Support	Denise Wardle	0 0.00	30 0.19	0 0.00	30 0.19
		Dusty Serr	0 0.00	22 0.21	0 0.00	22 0.21
		Lynn McCrary	0 0.00	8 0.20	0 0.00	8 0.20
		Paul Gedge	1 0.00	12 0.15	0 0.00	13 0.14
		Assigned to Individual Total	1 0.00	72 0.19	0 0.00	73 0.19

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Natural Resources

			High	Low	Medium	ATTIR Total
Natural Resources	Metro D Help Desk	Doug Brown	0 0.00	36 0.07	0 0.00	36 0.07
		Jed Patrick	0 0.00	11 0.08	0 0.00	11 0.08
		John Robinson	0 0.00	14 0.11	0 0.00	14 0.11
		Assigned to Individual Total	0 0.00	61 0.08	0 0.00	61 0.08
	Metro D Hosting	Danny Simmons	1 0.33	1 0.00	0 0.00	2 0.17
		Randy Taylor	0 0.00	1 0.40	0 0.00	1 0.40
		Sean McMillan	0 0.00	4 0.37	1 0.53	5 0.40
		Shawn Goble	0 0.00	1 0.26	0 0.00	1 0.26
		Steven Haderlie	0 0.00	1 0.31	0 0.00	1 0.31
		Assigned to Individual Total	1 0.33	8 0.31	1 0.53	10 0.33
	Network Operations	Dave Bodily	0 0.00	2 0.22	0 0.00	2 0.22
		Robert Ryan	0 0.00	1 1.99	0 0.00	1 1.99
		Assigned to Individual Total	0 0.00	3 0.81	0 0.00	3 0.81
	Rural Central Desktop Support	Jay Barfuss	0 0.00	2 0.00	0 0.00	2 0.00

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Natural Resources

			High	Low	Medium	ATTIR Total
Natural Resources	Rural Central Desktop Support	Jeremy Standifird	0 0.00	3 0.14	0 0.00	3 0.14
		Jessica Purcell	0 0.00	1 0.00	0 0.00	1 0.00
		Randy Graham	0 0.00	1 0.00	0 0.00	1 0.00
		Rod Montoya	0 0.00	15 0.01	0 0.00	15 0.01
		Todd Hardy	0 0.00	6 0.73	0 0.00	6 0.73
		Assigned to Individual Total	0 0.00	28 0.18	0 0.00	28 0.18
	Rural North Desktop Support	Dane Smith	0 0.00	2 0.17	0 0.00	2 0.17
		Lori Hartzell	0 0.00	2 0.12	0 0.00	2 0.12
		Ryan Casey	0 0.00	2 0.61	0 0.00	2 0.61
		Steven Haderlie	0 0.00	1 0.91	0 0.00	1 0.91
		Assigned to Individual Total	0 0.00	7 0.39	0 0.00	7 0.39
	Rural South Desktop Support	Doug Chaston	0 0.00	4 0.20	0 0.00	4 0.20
		Doug Thornton	0 0.00	4 0.72	0 0.00	4 0.72
		Joel Finlinson	0 0.00	2 0.00	0 0.00	2 0.00

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Natural Resources

			High	Low	Medium	ATTIR Total
Natural Resources	Rural South Desktop Support	Lance Nay	0 0.00	2 0.35	0 0.00	2 0.35
		Lane Adams	0 0.00	1 0.00	0 0.00	1 0.00
		Ryan Bennett	0 0.00	4 0.61	0 0.00	4 0.61
		Assigned to Individual Total	0 0.00	17 0.40	0 0.00	17 0.40
	Salt Lake Data Center Operations	Kristi Behunin	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	0 0.00	1 0.00
	Strategic Communications	Dennis Rogers	0 0.00	2 0.46	0 0.00	2 0.46
		Luis Larios	0 0.00	3 0.37	0 0.00	3 0.37
		Assigned to Individual Total	0 0.00	5 0.41	0 0.00	5 0.41
	Voice Operations	Gail Christiansen	0 0.00	0 0.00	1 0.09	1 0.09
		Romanza Hamblin Sorensen	0 0.00	6 0.64	1 0.07	7 0.56
		Assigned to Individual Total	0 0.00	6 0.64	2 0.08	8 0.50
	Voice/Data/WAN Services	T Artis	0 0.00	1 0.44	0 0.00	1 0.44
		Assigned to Individual Total	0 0.00	1 0.44	0 0.00	1 0.44

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Natural Resources

			High	Low	Medium	ATTIR Total
Natural Resources	Wireless Services	Brad Morris	0 0.00	0 0.00	1 0.86	1 0.86
		Assigned to Individual Total	0 0.00	0 0.00	1 0.86	1 0.86
	Assigned Group Total		2 0.17	250 0.20	4 0.39	256 0.20
Customer Company Total			2 0.17	250 0.20	4 0.39	256 0.20

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Natural Resources

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution			
			High	Low	Medium	MR Total
Natural Resources	Application Services	Bart Purser	0 0	1 0	0 0	1 0
		Danielle Hood	0 0	1 0	0 0	1 0
		Dustin Crump	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	4 0	0 0	4 0
	Campus Networking	Jordy Davis	0 0	2 1	0 0	2 1
		Assigned to Individual Total	0 0	2 1	0 0	2 1
	Capitol Hosting	Dale Hicks	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Help Desk	Brenda Treadway	0 0	6 0	0 0	6 0
		Dawn Wayment	0 0	1 0	0 0	1 0
		Eileen Dubach	0 0	5 0	0 0	5 0

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Natural Resources

			High	Low	Medium	MR Total
Natural Resources	Help Desk	James Stearns	0 0	8 0	0 0	8 0
		Julie VanBeekum	0 0	4 0	0 0	4 0
		Sarah Johnson	0 0	2 0	0 0	2 0
		Vicky Marrelli	0 0	6 0	0 0	6 0
		Assigned to Individual Total	0 0	32 0	0 0	32 0
	Internal Application Development and Support	Beth Hendricks	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Metro C Desktop Support	Troy Buchanan	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Metro D Desktop Support	Denise Wardle	0 0	30 9	0 0	30 9
		Dusty Serr	0 0	22 3	0 0	22 3
		Lynn McCrary	0 0	8 0	0 0	8 0
		Paul Gedge	1 0	12 0	0 0	13 0
		Assigned to Individual Total	1 0	72 12	0 0	73 12

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Natural Resources

			High	Low	Medium	MR Total
Natural Resources	Metro D Help Desk	Doug Brown	0 0	36 0	0 0	36 0
		Jed Patrick	0 0	11 0	0 0	11 0
		John Robinson	0 0	14 0	0 0	14 0
		Assigned to Individual Total	0 0	61 0	0 0	61 0
	Metro D Hosting	Danny Simmons	1 0	1 0	0 0	2 0
		Randy Taylor	0 0	1 0	0 0	1 0
		Sean McMillan	0 0	4 0	1 0	5 0
		Shawn Goble	0 0	1 0	0 0	1 0
		Steven Haderlie	0 0	1 0	0 0	1 0
		Assigned to Individual Total	1 0	8 0	1 0	10 0
	Network Operations	Dave Bodily	0 0	2 1	0 0	2 1
		Robert Ryan	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	3 1	0 0	3 1
	Rural Central Desktop Support	Jay Barfuss	0 0	2 0	0 0	2 0

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Natural Resources

			High	Low	Medium	MR Total
Natural Resources	Rural Central Desktop Support	Jeremy Standifird	0 0	3 0	0 0	3 0
		Jessica Purcell	0 0	1 0	0 0	1 0
		Randy Graham	0 0	1 0	0 0	1 0
		Rod Montoya	0 0	15 0	0 0	15 0
		Todd Hardy	0 0	6 1	0 0	6 1
		Assigned to Individual Total	0 0	28 1	0 0	28 1
	Rural North Desktop Support	Dane Smith	0 0	2 0	0 0	2 0
		Lori Hartzell	0 0	2 0	0 0	2 0
		Ryan Casey	0 0	2 0	0 0	2 0
		Steven Haderlie	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	7 0	0 0	7 0
	Rural South Desktop Support	Doug Chaston	0 0	4 0	0 0	4 0
		Doug Thornton	0 0	4 0	0 0	4 0
		Joel Finlinson	0 0	2 0	0 0	2 0

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Natural Resources

			High	Low	Medium	MR Total
Natural Resources	Rural South Desktop Support	Lance Nay	0 0	2 0	0 0	2 0
		Lane Adams	0 0	1 0	0 0	1 0
		Ryan Bennett	0 0	4 0	0 0	4 0
		Assigned to Individual Total	0 0	17 0	0 0	17 0
	Salt Lake Data Center Operations	Kristi Behunin	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Strategic Communications	Dennis Rogers	0 0	2 2	0 0	2 2
		Luis Larios	0 0	3 2	0 0	3 2
		Assigned to Individual Total	0 0	5 4	0 0	5 4
	Voice Operations	Gail Christiansen	0 0	0 0	1 0	1 0
		Romanza Hamblin Sorensen	0 0	6 0	1 0	7 0
		Assigned to Individual Total	0 0	6 0	2 0	8 0
	Voice/Data/WAN Services	T Artis	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0

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Natural Resources

			High	Low	Medium	MR Total
Natural Resources	Wireless Services	Brad Morris	0	0	1	1
			0	0	1	1
		Assigned to Individual Total	0	0	1	1
			0	0	1	1
	Assigned Group Total		2	250	4	256
			0	19	1	20
Customer Company Total			2	250	4	256
			0	19	1	20

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Natural Resources

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours			
			High	Low	Medium	ATTR Total
Natural Resources	Application Services	Bart Purser	0 0.00	1 1.19	0 0.00	1 1.19
		Danielle Hood	0 0.00	1 0.63	0 0.00	1 0.63
		Dustin Crump	0 0.00	2 0.69	0 0.00	2 0.69
		Assigned to Individual Total	0 0.00	4 0.80	0 0.00	4 0.80
	Campus Networking	Jordy Davis	0 0.00	2 31.32	0 0.00	2 31.32
		Assigned to Individual Total	0 0.00	2 31.32	0 0.00	2 31.32
	Capitol Hosting	Dale Hicks	0 0.00	1 0.60	0 0.00	1 0.60
		Assigned to Individual Total	0 0.00	1 0.60	0 0.00	1 0.60
	Help Desk	Brenda Treadway	0 0.00	6 0.03	0 0.00	6 0.03
		Dawn Wayment	0 0.00	1 0.33	0 0.00	1 0.33
		Eileen Dubach	0 0.00	5 0.13	0 0.00	5 0.13

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Natural Resources

			High	Low	Medium	ATTR Total
Natural Resources	Help Desk	James Stearns	0 0.00	8 0.00	0 0.00	8 0.00
		Julie VanBeekum	0 0.00	4 0.13	0 0.00	4 0.13
		Sarah Johnson	0 0.00	2 0.53	0 0.00	2 0.53
		Vicky Marrelli	0 0.00	6 0.11	0 0.00	6 0.11
		Assigned to Individual Total	0 0.00	32 0.11	0 0.00	32 0.11
	Internal Application Development and Support	Beth Hendricks	0 0.00	1 0.36	0 0.00	1 0.36
		Assigned to Individual Total	0 0.00	1 0.36	0 0.00	1 0.36
	Metro C Desktop Support	Troy Buchanan	0 0.00	1 4.97	0 0.00	1 4.97
		Assigned to Individual Total	0 0.00	1 4.97	0 0.00	1 4.97
	Metro D Desktop Support	Denise Wardle	0 0.00	30 4.27	0 0.00	30 4.27
		Dusty Serr	0 0.00	22 3.01	0 0.00	22 3.01
		Lynn McCrary	0 0.00	8 0.45	0 0.00	8 0.45
		Paul Gedge	1 0.00	12 0.97	0 0.00	13 0.89
		Assigned to Individual Total	1 0.00	72 2.89	0 0.00	73 2.85

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Natural Resources

			High	Low	Medium	ATTR Total
Natural Resources	Metro D Help Desk	Doug Brown	0 0.00	36 0.22	0 0.00	36 0.22
		Jed Patrick	0 0.00	11 0.08	0 0.00	11 0.08
		John Robinson	0 0.00	14 0.11	0 0.00	14 0.11
		Assigned to Individual Total	0 0.00	61 0.17	0 0.00	61 0.17
	Metro D Hosting	Danny Simmons	1 0.62	1 0.00	0 0.00	2 0.31
		Randy Taylor	0 0.00	1 2.23	0 0.00	1 2.23
		Sean McMillan	0 0.00	4 0.56	1 0.53	5 0.55
		Shawn Goble	0 0.00	1 0.26	0 0.00	1 0.26
		Steven Haderlie	0 0.00	1 3.26	0 0.00	1 3.26
		Assigned to Individual Total	1 0.62	8 1.00	1 0.53	10 0.91
	Network Operations	Dave Bodily	0 0.00	2 3.85	0 0.00	2 3.85
		Robert Ryan	0 0.00	1 2.62	0 0.00	1 2.62
		Assigned to Individual Total	0 0.00	3 3.44	0 0.00	3 3.44
	Rural Central Desktop Support	Jay Barfuss	0 0.00	2 0.00	0 0.00	2 0.00

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Natural Resources

			High	Low	Medium	ATTR Total
Natural Resources	Rural Central Desktop Support	Jeremy Standifird	0 0.00	3 2.45	0 0.00	3 2.45
		Jessica Purcell	0 0.00	1 0.00	0 0.00	1 0.00
		Randy Graham	0 0.00	1 0.00	0 0.00	1 0.00
		Rod Montoya	0 0.00	15 0.22	0 0.00	15 0.22
		Todd Hardy	0 0.00	6 2.61	0 0.00	6 2.61
		Assigned to Individual Total	0 0.00	28 0.94	0 0.00	28 0.94
	Rural North Desktop Support	Dane Smith	0 0.00	2 0.28	0 0.00	2 0.28
		Lori Hartzell	0 0.00	2 1.43	0 0.00	2 1.43
		Ryan Casey	0 0.00	2 0.61	0 0.00	2 0.61
		Steven Haderlie	0 0.00	1 0.91	0 0.00	1 0.91
		Assigned to Individual Total	0 0.00	7 0.79	0 0.00	7 0.79
	Rural South Desktop Support	Doug Chaston	0 0.00	4 0.30	0 0.00	4 0.30
		Doug Thornton	0 0.00	4 0.72	0 0.00	4 0.72
		Joel Finlinson	0 0.00	2 0.00	0 0.00	2 0.00

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Natural Resources

			High	Low	Medium	ATTR Total
Natural Resources	Rural South Desktop Support	Lance Nay	0 0.00	2 0.35	0 0.00	2 0.35
		Lane Adams	0 0.00	1 0.05	0 0.00	1 0.05
		Ryan Bennett	0 0.00	4 0.79	0 0.00	4 0.79
		Assigned to Individual Total	0 0.00	17 0.50	0 0.00	17 0.50
	Salt Lake Data Center Operations	Kristi Behunin	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	0 0.00	1 0.00
	Strategic Communications	Dennis Rogers	0 0.00	2 30.92	0 0.00	2 30.92
		Luis Larios	0 0.00	3 29.60	0 0.00	3 29.60
		Assigned to Individual Total	0 0.00	5 30.13	0 0.00	5 30.13
	Voice Operations	Gail Christiansen	0 0.00	0 0.00	1 0.21	1 0.21
		Romanza Hamblin Sorensen	0 0.00	6 0.69	1 0.07	7 0.60
		Assigned to Individual Total	0 0.00	6 0.69	2 0.14	8 0.55
	Voice/Data/WAN Services	T Artis	0 0.00	1 1.21	0 0.00	1 1.21
		Assigned to Individual Total	0 0.00	1 1.21	0 0.00	1 1.21

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Natural Resources

			High	Low	Medium	ATTR Total
Natural Resources	Wireless Services	Brad Morris	0 0.00	0 0.00	1 11.88	1 11.88
		Assigned to Individual Total	0 0.00	0 0.00	1 11.88	1 11.88
	Assigned Group Total		2 0.31	250 2.02	4 3.18	256 2.03
Customer Company Total			2 0.31	250 2.02	4 3.18	256 2.03

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Natural Resources

Detail

INC000000431533	Dan Christensen	Application	Reporting	State Payroll Time Entry System	TIR Missed: No	0.91
	Rural North Desktop Support	Steven Haderlie	Natural Resources	Low Closed	TTR Missed: No	0.91
INC000000454595	Ann McLuckie	Network	Incident	None	TIR Missed: Yes	1.16
	Rural South Desktop Support	Doug Thornton	Natural Resources	Low Resolved	TTR Missed: No	1.16
INC000000467207	Brian Shearer	PC/Laptop	Error	None	TIR Missed: No	0.78
	Rural South Desktop Support	Doug Chaston	Natural Resources	Low Closed	TTR Missed: No	0.78
INC000000469072	Samantha Schoppe	EIS Hardware	None	None	TIR Missed: No	0.35
	Strategic Communications	Luis Larios	Natural Resources	Low Closed	TTR Missed: Yes	41.87
INC000000469805	Diana Mason	Application	Error	ArcGIS Server Applications	TIR Missed: No	0.93
	Metro D Desktop Support	Paul Gedge	Natural Resources	Low Closed	TTR Missed: No	1.54
INC000000469965	Mark Barton	Network	Error	None	TIR Missed: No	0.13
	Network Operations	Dave Bodily	Natural Resources	Low Closed	TTR Missed: Yes	6.86
INC000000470024	Penny Berry	PC/Laptop	Performance	None	TIR Missed: No	0.18
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low Closed	TTR Missed: Yes	8.97
INC000000470144	Louis Amodt	Server	Error	None	TIR Missed: No	0.55
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low Closed	TTR Missed: Yes	15.74
INC000000470290	Lee Eschler	Application	Error	None	TIR Missed: No	0.26
	Metro D Hosting	Shawn Goble	Natural Resources	Low Closed	TTR Missed: No	0.26
INC000000470326	Angela Nance	PC/Laptop	Error	None	TIR Missed: No	0.66
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low Closed	TTR Missed: Yes	14.59
INC000000470473	Bill Lund	PC/Laptop	Hardware	None	TIR Missed: No	0.04
	Rural South Desktop Support	Doug Thornton	Natural Resources	Low Closed	TTR Missed: No	0.05
INC000000470657	Jon Wikan	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Rural South Desktop Support	Doug Thornton	Natural Resources	Low Resolved	TTR Missed: No	0.00
INC000000470663	Richard Hawkins	Network	Incident	None	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low Closed	TTR Missed: No	0.21
INC000000470788	Brad Hill	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low Closed	TTR Missed: No	0.00
INC000000470827	Louis Amodt	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low Closed	TTR Missed: No	0.00
INC000000470868	Lucia Malin	None	None	None	TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Natural Resources	Low Closed	TTR Missed: No	0.00

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Natural Resources

INC000000470890	Louis Amodt	None	None	None		TIR Missed: No	0.87
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Closed	TTR Missed: No	5.53
INC000000471048	Amelia Bingham	Telecom	Call Management	Telephone		TIR Missed: No	0.24
	Voice Operations	Romanza Hamblin Sorensen	Natural Resources	Low	Closed	TTR Missed: No	0.24
INC000000471076	Steven Bates	PC/Laptop	Hardware	None		TIR Missed: No	0.94
	Rural North Desktop Support	Ryan Casey	Natural Resources	Low	Closed	TTR Missed: No	0.94
INC000000471078	Candelyn Paxton	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000471242	Dawn Drake	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000471316	Marlene Mauinatu	Application	Error	State Payroll Time Entry System		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000471555	Ruby Jo Anderson	Application	Error	None		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000471557	Jill Marriott	Application	None	Acrobat Reader		TIR Missed: No	0.52
	Metro D Desktop Support	Paul Gedge	Natural Resources	Low	Closed	TTR Missed: No	2.09
INC000000471567	Christopher Quick	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Lynn McCrary	Natural Resources	Low	Closed	TTR Missed: No	0.02
INC000000471662	Lucia Malin	Application	Error	State Payroll Time Entry System		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000471711	Valerie Davis	Server	Error	None		TIR Missed: No	0.40
	Metro D Hosting	Randy Taylor	Natural Resources	Low	Closed	TTR Missed: No	2.23
INC000000471941	Kristen Comella	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000471965	Louis Amodt	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000471990	Ben Nadolski	Mobile Devices	None	Droid		TIR Missed: No	0.10
	Help Desk	Sarah Johnson	Natural Resources	Low	Closed	TTR Missed: No	0.87
INC000000472160	Ty Hunter	None	None	None		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000472244	Marlene Mauinatu	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.35
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Closed	TTR Missed: No	1.02
INC000000472248	John Mann	Application	Password	Novell GroupWise		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Natural Resources	Low	Closed	TTR Missed: No	0.00

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Natural Resources

INC000000472288	Justin Crouch	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Help Desk	Brenda Treadway	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000472485	Fred Hayes	None	None	None	TIR Missed: No	0.00
Metro D Desktop Support	Lynn McCrary	Natural Resources	Low	Closed	TTR Missed: No	0.02
INC000000472511	Lucia Malin	None	None	None	TIR Missed: No	0.23
Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Closed	TTR Missed: No	5.68
INC000000472620	Lance Weaver	Telecom	None	Telephone	TIR Missed: No	0.33
Campus Networking	Jordy Davis	Natural Resources	Low	Closed	TTR Missed: Yes	61.45
INC000000472730	Gayle Allred	None	None	None	TIR Missed: No	0.00
Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000472734	Tressa Christianson	PC/Laptop	Hardware	None	TIR Missed: No	0.00
Rural Central Desktop Support	Rod Montoya	Natural Resources	Low	Closed	TTR Missed: No	0.17
INC000000472753	Wesley Selby	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Help Desk	Eileen Dubach	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000473137	Fred Hayes	Application	Error	Novell GroupWise	TIR Missed: No	0.46
Metro D Help Desk	Doug Brown	Natural Resources	Low	Closed	TTR Missed: No	0.46
INC000000473180	Diana Ludwig	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro D Help Desk	John Robinson	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000473195	Danielle Mills	None	None	None	TIR Missed: No	0.00
Metro D Help Desk	John Robinson	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000473209	Sherri Petersen	None	None	None	TIR Missed: No	0.00
Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000473295	Amanda Hintz	Network	Performance	Novell Client for 32-bit Windows	TIR Missed: No	0.41
Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Closed	TTR Missed: No	3.15
INC000000473366	Danielle Mills	Telecom	Coverage Path	Telephone	TIR Missed: No	0.07
Voice Operations	Romanza Hamblin Sorensen	Natural Resources	Medium	Closed	TTR Missed: No	0.07
INC000000473430	Zeke Clements	PC/Laptop	None	None	TIR Missed: Yes	1.66
Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Closed	TTR Missed: No	5.40
INC000000473470	Jeff Briggs	Application	Error	Action Request System	TIR Missed: No	0.09
Internal Application Development	Beth Hendricks	Natural Resources	Low	Closed	TTR Missed: No	0.36
INC000000473654	Shelly Ripplinger	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro D Help Desk	Jed Patrick	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000473665	Carmen McDonald	None	None	None	TIR Missed: No	0.00
Metro D Desktop Support	Paul Gedge	Natural Resources	Low	Closed	TTR Missed: No	0.00

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Natural Resources

INC000000473668	Blaine Cox	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000473688	Meridith Perkins	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000473691	Blaine Cox	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.26
	Metro D Help Desk	Jed Patrick	Natural Resources	Low	Closed	TTR Missed: No	0.29
INC000000473695	Amanda Hintz	Print/Copy/Scan/Fax	Incident	None		TIR Missed: Yes	1.43
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Closed	TTR Missed: No	2.65
INC000000473997	Richard Hawkins	Application	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Todd Hardy	Natural Resources	Low	Closed	TTR Missed: Yes	6.07
INC000000474100	Keith Crumpton	Application	Error	Microsoft PowerPoint		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000474108	Jeff Briggs	PC/Laptop	Performance	None		TIR Missed: No	0.40
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Closed	TTR Missed: Yes	8.44
INC000000474137	Kirk I Smith	None	None	None		TIR Missed: No	0.32
	Metro D Hosting	Sean McMillan	Natural Resources	Low	Closed	TTR Missed: No	0.86
INC000000474224	Eric Stucki	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000474376	Sarah Lindsey	Application	Error	None		TIR Missed: No	0.67
	Metro D Hosting	Sean McMillan	Natural Resources	Low	Closed	TTR Missed: No	0.78
INC000000474463	Larry Dalton	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Paul Gedge	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000474597	Natalie Conlin	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000474685	Stephen Hansen	Network	Error	None		TIR Missed: No	0.50
	Metro D Hosting	Sean McMillan	Natural Resources	Low	Closed	TTR Missed: No	0.58
INC000000474689	Ken Hoffman	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000474693	Amanda Daniels	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000474695	James Owen	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000474716	Aaron Hunt	None	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Natural Resources	Low	Resolved	TTR Missed: No	

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Natural Resources

INC000000474829	Tonya Kieffer	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000474859	Mike Laine	PC/Laptop	Hardware	None		TIR Missed: No	0.38
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Closed	TTR Missed: Yes	6.07
INC000000474977	Meridith Perkins	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000475015	Ken Hoffman	PC/Laptop	Error	None		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000475024	Eric Klotz	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000475057	Bill James	Application	Password	ZENworks for Desktops		TIR Missed: No	0.00
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Closed	TTR Missed: No	5.01
INC000000475110	Priscilla Burton	PC/Laptop	Error	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lane Adams	Natural Resources	Low	Closed	TTR Missed: No	0.05
INC000000475338	Henry Quintana	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000475416	Ruth Mitchell	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000475464	Deena Loyola	None	None	None		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000475482	Tony Wood	None	None	None		TIR Missed: No	0.00
	Metro D Hosting	Sean McMillan	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000475484	James Greer	None	None	None		TIR Missed: No	0.00
	Salt Lake Data Center Operations	Kristi Behunin	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000475512	Eugene Swalberg	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000475580	Laurie Stickler	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000475597	Mark Hadley	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000475621	Bill James	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000475624	Brian Shearer	Application	Reporting	PGP		TIR Missed: Yes	1.21
	Rural South Desktop Support	Ryan Bennett	Natural Resources	Low	Closed	TTR Missed: No	1.92

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Natural Resources

INC000000475687	Derek Murdock	Network	Incident	None		TIR Missed: No	0.11
	Metro D Help Desk	Doug Brown	Natural Resources	Low	Closed	TTR Missed: No	0.58
INC000000475776	Gayle Allred	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000475777	Jason L Jones	PC/Laptop	Virus	None		TIR Missed: No	0.57
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Resolved	TTR Missed: Yes	23.51
INC000000475794	Derek Murdock	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.17
	Rural Central Desktop Support	Rod Montoya	Natural Resources	Low	Closed	TTR Missed: No	2.54
INC000000475982	John Good	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000476047	Tyler Knudsen	None	None	None		TIR Missed: No	0.00
	Help Desk	James Stearns	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000476091	Tom Chidsey	Application	Error	Novell GroupWise		TIR Missed: No	0.09
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Closed	TTR Missed: No	2.56
INC000000476104	Trent Bristol	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000476145	Candelyn Paxton	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.35
	Rural South Desktop Support	Ryan Bennett	Natural Resources	Low	Closed	TTR Missed: No	0.35
INC000000476248	Jennifer Biggs	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000476392	Chris Rhea	EIS Hardware	PC/Laptop	None		TIR Missed: No	0.68
	Strategic Communications	Dennis Rogers	Natural Resources	Low	Closed	TTR Missed: Yes	27.87
INC000000476410	Diana Ludwig	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000476421	Diana Ludwig	Application	Error	PGP		TIR Missed: No	0.23
	Rural Central Desktop Support	Todd Hardy	Natural Resources	Low	Closed	TTR Missed: No	0.23
INC000000476514	Cindee Jensen	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000476545	Ruby Jo Anderson	Application	Error	None		TIR Missed: No	0.56
	Strategic Communications	Luis Larios	Natural Resources	Low	Resolved	TTR Missed: Yes	44.21
INC000000476563	Tressa Christianson	Application	Password	Novell GroupWise		TIR Missed: No	0.25
	Metro D Help Desk	Jed Patrick	Natural Resources	Low	Closed	TTR Missed: No	0.28
INC000000476655	Amanda Bagley	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Natural Resources	Low	Closed	TTR Missed: No	0.10

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Natural Resources

INC000000476714	Gary Ogborn	EIS Hardware	Plotter	None		TIR Missed: No	0.24
	Strategic Communications	Dennis Rogers	Natural Resources	Low	Closed	TTR Missed: Yes	33.97
INC000000476751	Danny Summers	Network	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Natural Resources	Low	Closed	TTR Missed: No	2.29
INC000000476808	Austin Wilson	Network	Password	None		TIR Missed: No	0.16
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Closed	TTR Missed: No	0.56
INC000000477048	Derek Murdock	Telecom	CrossTalk/Noise/Static	Telephone		TIR Missed: No	0.21
	Voice Operations	Romanza Hamblin Sorensen	Natural Resources	Low	Closed	TTR Missed: No	0.51
INC000000477068	Lindy Higham	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000477140	Ruby Jo Anderson	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.85
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Resolved	TTR Missed: Yes	16.91
INC000000477214	Kayla Bulloch	Application	Error	None		TIR Missed: No	0.38
	Rural South Desktop Support	Ryan Bennett	Natural Resources	Low	Closed	TTR Missed: No	0.38
INC000000477336	Derek Murdock	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Natural Resources	Low	Closed	TTR Missed: No	0.06
INC000000477437	Vicky Dyson	PC/Laptop	Error	None		TIR Missed: No	0.17
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Closed	TTR Missed: No	2.93
INC000000477819	Mike Eriksson	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Todd Hardy	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000477834	Janae Wallace	PC/Laptop	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	James Stearns	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000477885	Henry Quintana	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	James Stearns	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000477894	Candice Hasenyager	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000478067	Russ Sapsford	Network	Error	None		TIR Missed: Yes	1.18
	Campus Networking	Jordy Davis	Natural Resources	Low	Closed	TTR Missed: No	1.18
INC000000478071	Dennis Ingram	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000478435	Gavin McGregor	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Paul Gedge	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000478447	John Holman	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Paul Gedge	Natural Resources	Low	Closed	TTR Missed: No	0.00

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Natural Resources

INC000000478548	Jennifer Biggs	Application	Error	None		TIR Missed: No	0.43
	Capitol Hosting	Dale Hicks	Natural Resources	Low	Closed	TTR Missed: No	0.60
INC000000478664	Amanda Hintz	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Resolved	TTR Missed: No	
INC000000478748	Nicole Nielson	Application	Error	None		TIR Missed: No	0.43
	Rural Central Desktop Support	Jeremy Standifird	Natural Resources	Low	Resolved	TTR Missed: No	1.13
INC000000478752	Gary Peck	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000478952	Helen Sadik-Macdonald	PC/Laptop	Performance	None		TIR Missed: No	0.09
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Resolved	TTR Missed: Yes	7.28
INC000000479052	Therese Meyer	Application	Error	None		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000479224	Gavin McGregor	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Paul Gedge	Natural Resources	Low	Closed	TTR Missed: No	0.20
INC000000479397	Christopher Keleher	Mobile Devices	Error	Novell GroupWise PDA Connec		TIR Missed: No	0.29
	Application Services	Danielle Hood	Natural Resources	Low	Closed	TTR Missed: No	0.63
INC000000479453	Russ Sapsford	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000479502	Jim Parrish	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000479508	Dawna Capaldi	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000479525	Jim Parrish	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000479542	Hollie Brown	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000479551	Jim Parrish	PC/Laptop	Password	None		TIR Missed: No	0.24
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Closed	TTR Missed: No	0.64
INC000000479582	Rosalee Nolton	Telecom	None	Telephone		TIR Missed: No	0.44
	Voice/Data/WAN Services	T Artis	Natural Resources	Low	Resolved	TTR Missed: No	1.21
INC000000479625	Chad Landress	Application	Error	PGP		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000479632	Derek Murdock	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Natural Resources	Low	Closed	TTR Missed: No	0.00

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Natural Resources

INC000000479641	Doug Sakaguchi	Application	Error	Novell iPrint		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000479743	Mervin Hatton	Application	Error	Utah Master Directory		TIR Missed: No	0.69
	Rural South Desktop Support	Lance Nay	Natural Resources	Low	Closed	TTR Missed: No	0.69
INC000000480013	Tammy Wright	Application	Password	Human Resource Enterprise		TIR Missed: No	0.51
	Metro D Help Desk	Doug Brown	Natural Resources	Low	Closed	TTR Missed: No	0.51
INC000000480099	Shelly Ripplinger	Application	Password	Utah Master Directory		TIR Missed: No	0.09
	Help Desk	Julie VanBeekum	Natural Resources	Low	Closed	TTR Missed: No	0.26
INC000000480159	Lindy Higham	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000480210	Tonya Kieffer	Application	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Natural Resources	Low	Closed	TTR Missed: No	0.03
INC000000480249	John Holman	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Paul Gedge	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000480295	Jason D. Jones	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	James Stearns	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000480410	Adam Kavalunas	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000480477	Casey Olsen	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000480528	Natalie Brewster-Wilson	Application	Password	Novell Messenger		TIR Missed: No	0.68
	Metro D Help Desk	Doug Brown	Natural Resources	Low	Resolved	TTR Missed: No	5.29
INC000000480645	Leroy Mead	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000480662	Angie Van Scoyk	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000480870	Tracy Wing	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.23
	Rural North Desktop Support	Lori Hartzell	Natural Resources	Low	Resolved	TTR Missed: No	2.87
INC000000480915	Pam Martin	Application	Error	None		TIR Missed: No	0.31
	Metro D Hosting	Steven Haderlie	Natural Resources	Low	Resolved	TTR Missed: No	3.26
INC000000480955	Ryan Nesbitt	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000481171	Jessica Price	Application	Password	Utah Master Directory		TIR Missed: No	0.35
	Help Desk	Eileen Dubach	Natural Resources	Low	Resolved	TTR Missed: No	0.35

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Natural Resources

INC000000481210	Jessica Price	Application	Password	Utah Master Directory	TIR Missed: No	0.17
Help Desk	Brenda Treadway	Natural Resources	Low	Resolved	TTR Missed: No	0.17
INC000000481361	Kathi Galusha	Network	Error	None	TIR Missed: No	0.00
Metro D Help Desk	Doug Brown	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000481503	Wade Cavender	Application	Error	None	TIR Missed: No	0.35
Rural North Desktop Support	Dane Smith	Natural Resources	Low	Resolved	TTR Missed: No	0.35
INC000000481521	Jim Egbert	None	None	None	TIR Missed: No	0.00
Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Resolved	TTR Missed: No	0.60
INC000000481558	Christine Swan	Telecom	Feature	Telephone	TIR Missed: Yes	2.65
Voice Operations	Romanza Hamblin Sorensen	Natural Resources	Low	Resolved	TTR Missed: No	2.65
INC000000481636	Jolene Hatch	Wireless Connectivity	Error	None	TIR Missed: No	0.86
Wireless Services	Brad Morris	Natural Resources	Medium	Resolved	TTR Missed: Yes	11.88
INC000000481714	Nicole Dennison	None	None	None	TIR Missed: No	0.20
Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Resolved	TTR Missed: Yes	6.32
INC000000481893	Carl Mackley	Application	None	None	TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000482005	Stephanie Rainey	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.50
Rural South Desktop Support	Ryan Bennett	Natural Resources	Low	Resolved	TTR Missed: No	0.50
INC000000482059	Christine Swan	Telecom	Area Code	Telephone	TIR Missed: No	0.13
Voice Operations	Romanza Hamblin Sorensen	Natural Resources	Low	Resolved	TTR Missed: No	0.13
INC000000482070	Sharon Preslar	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000482075	Sean Davis	Application	Reporting	Novell GroupWise	TIR Missed: No	0.00
Rural Central Desktop Support	Randy Graham	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000482078	Diana Ludwig	Application	Error	Novell GroupWise	TIR Missed: Yes	1.06
Rural Central Desktop Support	Todd Hardy	Natural Resources	Low	Resolved	TTR Missed: No	1.57
INC000000482133	Hollie Brown	None	None	None	TIR Missed: No	0.00
Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Resolved	TTR Missed: No	1.00
INC000000482379	Kim Nay	Application	Password	Novell GroupWise	TIR Missed: No	0.70
Metro D Help Desk	Doug Brown	Natural Resources	Low	Resolved	TTR Missed: No	0.70
INC000000482391	Joseph Hamby	Application	Reporting	State Payroll Time Entry System	TIR Missed: Yes	3.09
Rural Central Desktop Support	Todd Hardy	Natural Resources	Low	Resolved	TTR Missed: No	3.11
INC000000482423	Judy Mattson	None	None	None	TIR Missed: No	0.00
Metro D Desktop Support	Lynn McCrary	Natural Resources	Low	Resolved	TTR Missed: No	0.23

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Natural Resources

INC000000482501	Randy Berger	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000482956	Alan Clark	PC/Laptop	Error	None		TIR Missed: No	0.41
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Resolved	TTR Missed: Yes	10.76
INC000000483007	Randy Kaufman	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Lynn McCrary	Natural Resources	Low	Resolved	TTR Missed: No	0.02
INC000000483040	Bryan Christensen	Application	Error	Novell GroupWise		TIR Missed: No	0.31
	Application Services	Bart Purser	Natural Resources	Low	Resolved	TTR Missed: No	1.19
INC000000483059	Garn Birchell	Application	Reporting	Microsoft Office		TIR Missed: No	0.00
	Rural Central Desktop Support	Jay Barfuss	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000483060	Ed Johnson	Application	Reporting	Microsoft Office		TIR Missed: No	0.00
	Rural Central Desktop Support	Jay Barfuss	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000483089	Anna Forest	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000483136	Lindy Higham	Network	Virus	None		TIR Missed: No	0.01
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Resolved	TTR Missed: Yes	8.28
INC000000483148	Dion Gardner	Application	Error	Symantec AntiVirus		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000483157	Cheryl Gustin	None	None	None		TIR Missed: No	0.00
	Metro D Hosting	Danny Simmons	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000483272	Lindy Higham	Application	Error	Novell GroupWise		TIR Missed: No	0.11
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Resolved	TTR Missed: No	0.92
INC000000483325	Jason L Jones	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Resolved	TTR Missed: Yes	7.26
INC000000483521	Sidney Swain	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Paul Gedge	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000483556	Ashley Hill	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.27
	Rural North Desktop Support	Ryan Casey	Natural Resources	Low	Resolved	TTR Missed: No	0.27
INC000000483578	Steve Slack	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Paul Gedge	Natural Resources	Low	Resolved	TTR Missed: No	0.24
INC000000483692	Colleen Driscoll	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.21
	Metro D Help Desk	John Robinson	Natural Resources	Low	Resolved	TTR Missed: No	0.21
INC000000483729	Colleen Keyes	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Natural Resources	Low	Resolved	TTR Missed: No	0.00

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INC000000483759	Margo Leech	Application	None	Novell GroupWise	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low Resolved	TTR Missed: No	0.00
INC000000484095	Cathryn Smith	None	None	None	TIR Missed: No	0.00
	Rural North Desktop Support	Dane Smith	Natural Resources	Low Resolved	TTR Missed: No	0.21
INC000000484145	James Owen	Server	Performance	None	TIR Missed: No	0.53
	Metro D Hosting	Sean McMillan	Natural Resources	Medium Resolved	TTR Missed: No	0.53
INC000000484164	Valerie Davis	None	None	None	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low Resolved	TTR Missed: No	0.00
INC000000484167	Lisha Cordova	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.08
	Metro D Desktop Support	Paul Gedge	Natural Resources	Low Resolved	TTR Missed: No	3.98
INC000000484187	Steve Schneider	Network	Incident	None	TIR Missed: No	0.00
	Help Desk	James Stearns	Natural Resources	Low Resolved	TTR Missed: No	0.00
INC000000484203	Julie Carter	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.33
	Metro D Help Desk	Jed Patrick	Natural Resources	Low Resolved	TTR Missed: No	0.33
INC000000484204	Chris Rohrer	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.43
	Metro D Desktop Support	Lynn McCrary	Natural Resources	Low Resolved	TTR Missed: No	1.21
INC000000484297	Tressa Christianson	Application	Error	Microsoft Windows XP Professio	TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Natural Resources	Low Resolved	TTR Missed: No	0.16
INC000000484298	Ty Hunter	Application	Reporting	Symantec AntiVirus	TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Natural Resources	Low Resolved	TTR Missed: No	0.13
INC000000484302	Tonya Kieffer	PC/Laptop	Hardware	Microsoft Windows XP Professio	TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Natural Resources	Low Resolved	TTR Missed: No	0.09
INC000000484625	Rachel Brown	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Help Desk	James Stearns	Natural Resources	Low Resolved	TTR Missed: No	0.00
INC000000484667	Bruce Bonebrake	Application	Password	PGP	TIR Missed: Yes	1.69
	Rural South Desktop Support	Doug Thornton	Natural Resources	Low Resolved	TTR Missed: No	1.69
INC000000484894	Chad Cranney	Network	None	None	TIR Missed: No	0.32
	Network Operations	Dave Bodily	Natural Resources	Low Resolved	TTR Missed: No	0.85
INC000000484907	Jim Parrish	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low Resolved	TTR Missed: No	0.00
INC000000485114	Bruce Bonebrake	Application	None	PGP	TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Natural Resources	Low Resolved	TTR Missed: No	0.00
INC000000485132	Dave Cole	None	None	None	TIR Missed: No	0.00
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low Resolved	TTR Missed: No	0.00

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INC000000485140	Steve Bowman	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000485167	Carl Ege	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	James Stearns	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000485206	Brandon Harm	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000485263	James Greer	Application	Error	Gmail		TIR Missed: No	0.00
	Help Desk	Dawn Wayment	Natural Resources	Low	Resolved	TTR Missed: No	0.33
INC000000485336	Ruby Jo Anderson	EIS Hardware	None	None		TIR Missed: No	0.19
	Strategic Communications	Luis Larios	Natural Resources	Low	Resolved	TTR Missed: No	2.73
INC000000485351	Dave Cole	None	None	None		TIR Missed: No	0.18
	Help Desk	Sarah Johnson	Natural Resources	Low	Resolved	TTR Missed: No	0.20
INC000000485369	Nathan Moeller	Application	Password	Utah Master Directory		TIR Missed: No	0.68
	Help Desk	Vicky Marrelli	Natural Resources	Low	Resolved	TTR Missed: No	0.68
INC000000485420	Kaelyn Anfinen	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Paul Gedge	Natural Resources	High	Resolved	TTR Missed: No	0.00
INC000000485426	Camron Radmall	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Resolved	TTR Missed: No	
INC000000485436	Justin Crouch	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000485453	Teri Akiyama	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000485467	Teri Akiyama	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000485507	Ronald Nielsen	Application	Error	Gmail		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000485510	Dawn Larsen	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000485582	Pam Perri	Network	Error	None		TIR Missed: No	0.33
	Metro D Hosting	Danny Simmons	Natural Resources	High	Resolved	TTR Missed: No	0.62
INC000000485610	Jennifer Biggs	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Resolved	TTR Missed: No	0.23
INC000000485688	Dan Ames	Application	Error	Novell GroupWise		TIR Missed: No	0.12
	Metro D Help Desk	John Robinson	Natural Resources	Low	Resolved	TTR Missed: No	0.23

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INC000000485735	Earlene Russell	Network	Password	None		TIR Missed: No	0.96
	Metro D Help Desk	John Robinson	Natural Resources	Low	Resolved	TTR Missed: No	0.96
INC000000485786	Craig Morgan	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000485896	Riley Peck	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000485908	Jonathan Hunt	Application	Reporting	Novell GroupWise		TIR Missed: No	0.19
	Metro D Help Desk	John Robinson	Natural Resources	Low	Resolved	TTR Missed: No	0.19
INC000000485933	Dustin Doucet	Application	Error	None		TIR Missed: No	0.13
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Resolved	TTR Missed: No	5.95
INC000000485953	Mike Eberlein	Application	Password	Utah Master Directory		TIR Missed: No	0.32
	Help Desk	Eileen Dubach	Natural Resources	Low	Resolved	TTR Missed: No	0.32
INC000000486429	Lucia Malin	Mobile Devices	Error	Ipads		TIR Missed: No	0.07
	Application Services	Dustin Crump	Natural Resources	Low	Resolved	TTR Missed: No	0.23
INC000000486433	Mike Nelson	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Rural South Desktop Support	Doug Chaston	Natural Resources	Low	Resolved	TTR Missed: No	0.44
INC000000486455	Amanda Hintz	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Resolved	TTR Missed: No	
INC000000486470	Teri Akiyama	None	None	None		TIR Missed: No	0.00
	Help Desk	James Stearns	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000486524	Mike Long	Network	Error	None		TIR Missed: No	0.33
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Resolved	TTR Missed: No	3.24
INC000000486536	Cindy Roberts	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000486541	Lucia Malin	Telecom	Voice Mail	Telephone		TIR Missed: No	0.19
	Voice Operations	Romanza Hamblin Sorensen	Natural Resources	Low	Resolved	TTR Missed: No	0.21
INC000000486565	Robert Fitts	Application	Error	ZENworks for Desktops		TIR Missed: No	0.30
	Metro D Desktop Support	Lynn McCrary	Natural Resources	Low	Resolved	TTR Missed: No	0.31
INC000000486607	Lyle Jennings	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.97
	Metro C Desktop Support	Troy Buchanan	Natural Resources	Low	Resolved	TTR Missed: No	4.97
INC000000486702	Tammy Wright	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000486745	Kaelyn Anfinson	Telecom	Call/Receive	None		TIR Missed: No	0.09
	Voice Operations	Gail Christiansen	Natural Resources	Medium	Resolved	TTR Missed: No	0.21

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INC000000487004	Brian Kurta	Application	Error	Microsoft Windows 7	TIR Missed: No	0.00
	Rural South Desktop Support	Doug Chaston	Natural Resources	Low Resolved	TTR Missed: No	0.00
INC000000487006	Dean Anderson	Application	Error	Microsoft Office 2003 Professor	TIR Missed: No	0.00
	Rural South Desktop Support	Doug Chaston	Natural Resources	Low Resolved	TTR Missed: No	0.00
INC000000487095	Candice Hasenyager	Application	Error	Gmail	TIR Missed: No	0.22
	Application Services	Dustin Crump	Natural Resources	Low Resolved	TTR Missed: No	1.16
INC000000487209	Jenny Zickgraf	Telecom	Dial Tone	Telephone	TIR Missed: No	0.41
	Voice Operations	Romanza Hamblin Sorensen	Natural Resources	Low Resolved	TTR Missed: No	0.41
INC000000487427	Natalie Harmon	Application	Error	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Todd Hardy	Natural Resources	Low Resolved	TTR Missed: No	4.65
INC000000487451	Helen Sadik-Macdonald	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low Resolved	TTR Missed: No	0.00
INC000000487502	Dana Dolsen	None	None	None	TIR Missed: No	0.00
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low Resolved	TTR Missed: No	
INC000000487708	Russell Norvell	Application	Error	ArcGIS Server Applications	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low Resolved	TTR Missed: No	0.00
INC000000487788	Alison Whittaker	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Natural Resources	Low Resolved	TTR Missed: No	3.93
INC000000487855	Phil Gray	None	None	None	TIR Missed: No	0.00
	Rural North Desktop Support	Lori Hartzell	Natural Resources	Low Resolved	TTR Missed: No	0.00
INC000000488064	Lucia Malin	None	None	None	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low Resolved	TTR Missed: No	0.00
INC000000488147	Angela Nance	None	None	None	TIR Missed: No	0.00
	Metro D Desktop Support	Lynn McCrary	Natural Resources	Low Resolved	TTR Missed: No	0.00
INC000000488190	Carl Ege	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.90
	Metro D Desktop Support	Lynn McCrary	Natural Resources	Low Resolved	TTR Missed: No	1.84
INC000000488209	Julie Carter	PC/Laptop	None	None	TIR Missed: No	0.28
	Metro D Desktop Support	Paul Gedge	Natural Resources	Low Resolved	TTR Missed: No	3.54
INC000000488299	Earlene Russell	None	None	None	TIR Missed: No	0.12
	Help Desk	Julie VanBeekum	Natural Resources	Low Resolved	TTR Missed: No	0.21
INC000000488314	Earlene Russell	Telecom	None	None	TIR Missed: No	0.05
	Help Desk	Julie VanBeekum	Natural Resources	Low Resolved	TTR Missed: No	0.05
INC000000488483	Adam McKean	Network	Performance	None	TIR Missed: Yes	1.99
	Network Operations	Robert Ryan	Natural Resources	Low Resolved	TTR Missed: No	2.62

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INC000000488496	Gayle Allred	Application	Password	State Payroll Time Entry System	TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Natural Resources	Low Resolved	TTR Missed: No	0.00
INC000000488506	John Fairchild	Application	Reporting	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Natural Resources	Low Resolved	TTR Missed: No	0.02